



Complaints Policy

April 2024-2025

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Member of staff: Simon Bishop

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1. Purpose

Milestone Mentoring welcomes and encourages feedback of all kinds. If you have a complaint about our service or about any of our employees, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

It is our intention to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies.

The aim of this policy is to:

- Provide a clear and fair procedure for any customers who wish to make a complaint about Milestone Mentoring
- Ensure that everyone who works for or with us knows how to handle complaints made by our customers
- Ensure that all complaints are handled equally and in a fair and timely manner
- Ensure that important information is gathered from complaints and used to avoid similar situations arising again in the future.

2. What this Policy Covers

This Complaints Policy applies to the provision of services by Milestone Mentoring.

For the purposes of this complaints Policy, any reference to Milestone Mentoring also includes our employees and workers.

Complaints may relate to any of our activities and may include (but not be limited to):

- The quality of customer service you have received from Milestone Mentoring
- The behaviour and/or professional competence of our employees.

The following are not considered to be complaints and should therefore be directed to the appropriate channel:

- General questions about our services
- Matters concerning contractual or other legal disputes.
- Formal requests for the disclosure of information, for example, under applicable legislation.

3. Making a complaint

All complaints should be sent in writing, by email, to Simon Bishop
simon.bishop@milestonementoring.co.uk

When making a complaint, you should provide:

- Your name, address, telephone number and email address
- If your complaint is regarding a particular employee, their name
- Full details of the complaint including times, dates, location, events and the names of anyone else involved, or who witnessed the issue
- Details of any documents to support your complaint
- How you would like us to resolve your complaint in order to put things right.

4. How We Handle Your Complaint

We operate a two-stage process. We aim to resolve any complaint successfully at Stage One. If you are unhappy with the outcome of the process, you may escalate your complaint to Stage 2.

Stage One

- Upon receipt of the complaint, it will be logged in our Complaints & Compliments Log. You will receive acknowledgement of receipt within two working days
- We will provide you with details of the person managing the complaint
- If your complaint is about a particular employee, we will inform that person and give them the opportunity to respond. We would ask that you don't contact the member of staff concerned during the complaints process
- If we require any additional information from yourself, we will let you know. Any additional evidence should be supplied within three working days unless agreed with the person managing the complaint
- We look to resolve any complaints within five working days

We will provide you with details of our findings and our conclusions. We will let you know of any actions we are undertaking as a result. You will also be informed of your right to escalate your complaint to Stage Two if you are unhappy with the outcome of Stage One.

Stage Two

External resolution may include the young person's school, the relevant local authority, social services, the appropriate health authority or LADO. Contact details can be provided on request.

5. Confidentiality and Data Protection

Any complaints and the details and information relating to them will be treated in confidence and only shared with the member of staff managing the complaint.

For us to learn from the complaint, anonymised summary information may be used for internal training. You are entitled to remove your permission for this at any time

All personal data we collect will be held in accordance with our data protection policy

6. Further Information

If you have any questions, or require any additional information, please contact Simon Bishop simon.bishop@milestonementoring.co.uk